

**(Per ILA Approval Requirements)**

☐ **CA Approval**

☒ **JB Approval**

## **REGIONAL FARE COORDINATION SYSTEM**

### **CHANGE ORDER NO. 48**

**CONTRACTOR:** **Vix Technology (USA) Inc (Formerly ERG Transit Systems (USA))**

**CONTRACT NUMBER:** **229944**

This Change Order to Contract #229944 ("Change Order") is executed as of Nov 9, 2012, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

### **Background**

A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B. The Agencies and the Contractor desire to execute this Change Order No. 48 and the attached Amendment 209, to modify the Contract Section Division 6.II-11.1.6.2 Paratransit and describe the Work. The purpose of these changes are to modify the system so that King County Metro (KCM) customers with ORCA fare cards configured with eligibility for the Access program may utilize the Autoload functionality. In order to do so, the existing Autoload functionality requires modification to accommodate the special procedure that Access cards are not tapped at a fare card reader. The above-referenced Contract section was also modified to correct the spelling of the KCM program name "Access". It was incorrectly shown as all capital letters. This Work is performed per the requirements and more fully explained in Amendment 157 *KCM Autoload for Access Cardholders without Tapping PA* and SEA-07902 PA-ROF RFCS RFI 642 *Autoload for KCM Access Cardholders without Tapping – v15*.

### **Changes**

The Agencies and the Contractor hereby agree to the following changes to the Contract:

#### **1.0 Division II Changes**

##### **Contract Section 6.II – 11.1.6.2 Paratransit**

A Paratransit application shall be provided for King County Metro that supports two modes of operation.

1. Equipping paratransit Vehicles with PFTP's to read RFCS fare cards. A decision to proceed with paratransit application and final schedule will be determined at PDR (CDRL 2).
2. Providing back-office integration to allow customers with an RFCS card to use Paratransit vehicles that are not equipped with PFTP's. This functionality shall be implemented as part of Phase I.

Fare options for Paratransit customers shall include the KCM Access pass.

##### **Paratransit Vehicles Equipped with PFTP's**

- (a) Paratransit vehicles shall be equipped with full function PFTP's as described in Section 6.III-8.
- (b) The PFTP's shall be equipped with IEEE 802.11b communications as described in 6.III-8.5(b).iii, and a vehicle charger as described in 6.III-8.4.3.
- (c) Paratransit bases shall be equipped with WDOLS base equipment as described in Section 6.III-7, and DACs equipment as described in Section 6.III-12.

##### **Back-Office Integration**

- (a) A customer with an RFCS card loaded with an Access pass shall be able to use both vehicles equipped with PFTP's, and vehicles without.
- (b) Back office integration shall be used to provide Access dispatch services with information on customer eligibility as follows:

- i. The fare card shall include an Access pass category and client ID number provide by KCM.
  - ii. Fare cards configured as Access passes shall only be issued at or through a King County customer service office. Clients will provide eligibility information to the King County customer service representative when procuring the pass.
  - iii. Fare cards configured as Access passes shall be eligible to use the Autoload payment functionality, with custom design features to recognize that the Access pass on an ORCA fare card is typically not tapped at a fare payment device.
- (c) The RFCS, through the Back Office Client computer, shall provide, on a daily basis, a list of active Access passes and client ID numbers in ASCII flat file format. This file will be imported into King County's Trapeze system for linking to the daily manifest.
  - (d) The clients Access pass status will be printed on the daily drivers manifest to provide verification of eligibility without requiring the client to present a card to an FTP.

## **2.0 System Documentation Changes**

2.1 The Contractor will update all affected system documentation to include the following:

- (a) SEA-01438 ORCA Cardholder Website Functional Specification
- (b) SEA-01539 ORCA Call Center Website Functional Specification
- (c) SEA-00363 Call Center Operations Manual
- (d) SEA-04418 Operations Manual – Customer Service Walk-in Center
- (e) SEA-00045 Customer Service Terminal (DR108)
- (f) SEA-00100 System Security Plan (CDRL 31)

## **3.0 Description of Work**

3.1 The Contractor will perform all the work necessary to modify the existing Autoload process to create a new "time-triggered" Autoload type. This functionality will allow KCM Access-eligible ORCA cardholders, who do not tap their cards at a fare card reader to generate User Data (UD), to utilize the Autoload functionality. The Autoload will be triggered once every calendar month and will remain effective until manually cancelled by the cardholder or by the system due to a failed financial transaction. Such Work will include the following:

- (a) Allow time triggered Autoloads to be set up at the:
  - i. Cardholder Website
  - ii. Call Center Website
  - iii. Customer Service Terminal (Standard)
  - iv. Wireless Portable Customer Service Terminal (when available)

(b) Implement the following Autoload setup rules:

- i. Only KCM Access cardholder may utilize the time-triggered Autoload type
- ii. Only the KCM Access fare product, in pending status, may utilize the time-triggered Autoload type
- iii. Apply current Standard Autoload type rules regarding customer's credit/debit card details, cardholder personal contact information, creation of a Configure Autoload Work Order and the initiation of a \$0.01 verification transaction.
- iv. Automatically revalue the Access pass once every calendar month until the Autoload is cancelled
- v. Automatically revalue the Access pass on a configurable day of the month, which is to default to the 23<sup>rd</sup> day of the month.
- vi. Automatically perform a verification check to ensure the cardholder has a currently valid Access ID.
- vii. Apply current Standard Autoload type payment processing rules regarding credit/debit charges, batch payment processing, creation of a Work Order to add the Access pass to the ORCA card, posting a record of the sale to the cardholder's transaction history, and sending the cardholder a notification email
- viii. Record the Access pass sale in the Back Office Computer (BOC) Access pass sales extract file.
- ix. Upon successful set-up, the Autoload is effective immediately and will be applied a configurable number of days prior to the beginning of the next month's pass.

(c) Implement the following cardholder-initiated Autoload update rules:

- i. Allow updates to the billing address
- ii. Allow updates to the credit/debit card details
- iii. Allow the addition or selection of a new credit/debit card
- iv. Allow updates to the email address, only on the CCW and CCH.
- v. Create a "Configure Autoload" Work Order

(d) Implement the following rules to recognize a transaction failure event. When a failure occurs, the Access pass sale does not complete, no actionlist is generated, and an email notice is sent to the cardholder. Failure types are:

- i. Lack of sufficient card funds
- ii. Expired credit/debit card
- iii. Cybersource system unavailable
- iv. Credit/debit card reported as lost or stolen

- v. Access ID invalid or eligibility expired

(e) Implement Autoload cancellation rules per SEA-07902 PA-ROF *Autoload for KCM Access Cardholders Without Tapping* v15 for:

- i. Manual cancellation via the CST, WP-CST (when available), CHW or CCW
  - ii. System cancellation at any time a revalue event fails (per requirement 3.1 (d))
- 3.2 Implement changes to the CHW as directed by the Agencies per SEA-07902 PA-ROF *Autoload for KCM Access Cardholders without Tapping* v15.
- 3.3 Implement changes to the CCW as directed by the Agencies per SEA-07902 PA-ROF *Autoload for KCM Access Cardholders without Tapping* v15.
- 3.4 Implement changes to the standard Customer Service Terminal and the Portable Wireless Customer Service Terminal (when available) to include the following:
- a) Query the back end for any Access pass Autoload setup, update or cancellations
  - b) Verify there is a currently valid Access pass on the card prior to allowing the Autoload to be created in the back end.
  - c) Query the back end to ensure there is no active Autoload in place, prior to any Access pass sale
- 3.5 Implement changes to the Access pass sales file update process:
- a) Treat Access passes issued as if they were purchased remotely and tapped and include in the BOC Access Sales Extract the next day as issued
  - b) Create a new record for each monthly pass issued
  - c) In the event the card is physically tapped and the Access pass is loaded, do not include an additional record in the sales file
- 3.6 Implement the following types of cardholder email notifications for all active cards to be named as noted below and more fully explained in SEA-07902 PA-ROF *Autoload for KCM Access Cardholders without Tapping* v15. If the card with the Autoload is associated to another card, then the Notification Email will be sent (and display on the Update Autoload screen) to the Associated Cardholder.
- a) Failure (payment failed)
  - b) Failure (Access eligibility expired)
  - c) Success
  - d) Credit Card Expired
- 3.7 Implement the rule that no Autoload notifications of any type will be sent to customers with blocked cards.

3.8 Implement the following funds movement and settlement rules:

- a) When a new Autoload is triggered, send a pass issue actionlist in CD
- b) Take no system action if the actionlist expires
- c) For existing remote Access pass sales, it is assumed all passes are in use and funds will be settled to King County Metro. There will never be an unredeemed Access pass sale with funds moved to the Claim Fund.

3.9 Implement changes to transaction history per SEA-07902 PA-ROF *Autoload for KCM Access Cardholders without Tapping* v15.

3.10 Create new configurable items as follows;

- a) **Field:** Periodic Autoload trigger date
- b) **Description:** The periodic Autoload trigger date is the number of days before the end of the month that the credit/debit card charge is first attempted to be processed
- c) **Initial Setting:** Five (5) calendar days

#### 4.0 Schedule of Work

4.1 The Contractor will complete the RFCS updates described in Section 3.0 in Maintenance Release 19.

#### 5.0 Compensation Changes

5.1 Division 1 Exhibit 9, Price Schedule is hereby amended without further execution as provided in Amendment 209, attached hereto as "Change Order 48 – Attachment A", to add a new Special Program to provide for the fixed compensation due for all the Work of this Change Order in the amount of \$88,508.

#### 6.0 Other Terms and Conditions

Except as expressly amended by this Change Order, the Contract remains in full force and effect. All other provisions of the Contract not referenced in this Change Order 48 shall remain in effect unless modified in other executed Amendments and Change Orders.

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: \_\_\_\_\_

Its: General Manager

Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_

Their: \_\_\_\_\_

On behalf of the Agencies

Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: [Signature]  
Its: CEO  
Date: 11-1-12

**City of Everett**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: \_\_\_\_\_

Its: General Manager

Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_

Their: \_\_\_\_\_

On behalf of the Agencies

Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_

Its: General Manager

Date: 11/1/12

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_

Its: \_\_\_\_\_

Date: \_\_\_\_\_

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: [Signature]  
Its: CEO  
Date: 11/8/12

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

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**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: [Signature]  
Its: WSDOT Asst. Sec. For WSF  
Date: 11-9-12

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: [Signature]  
Its: Director  
Date: 11-6-12

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: [Signature]  
Its: Executive Director  
Date: 11/5/12

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

IN WITNESS WHEREOF, the parties hereto have executed this Change Order No. 48 to Contract #229944 as of the date set forth below its signature.

**Vix Technology (USA) Inc.**

By: [Signature]  
Its: General Manager  
Date: 10/25/12

**The Agencies**

By: \_\_\_\_\_  
Their: \_\_\_\_\_  
On behalf of the Agencies  
Date: \_\_\_\_\_

**Central Puget Sound Regional Transit Authority**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**City of Everett**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**King County**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Kitsap County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Pierce County Public Transportation Benefit Area**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

**Snohomish County Public Transportation Benefit Area**

By: [Signature]  
Its: Emmett Heath, Director of Administration  
Date: 11/9/12

**Washington State Ferries, acting through the Washington State Department of Transportation Ferries Division ("Washington State Ferries")**

By: \_\_\_\_\_  
Its: \_\_\_\_\_  
Date: \_\_\_\_\_

## **Change Order No. 48 - Attachment A**

### **Amendment 209**

**to the**

### **Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System**

This Amendment 209 to the Contract for the Design, Implementation, Operation and Maintenance of the Regional Fare Coordination System is entered into this 9<sup>TH</sup> day of NOVEMBER, 2012, by and between Vix Technology (USA) Inc (formerly known as ERG Transit Systems (USA) Inc), a California corporation and wholly owned subsidiary of Vix Mobility Pty Ltd, an Australian corporation, (hereinafter referred to as the "Contractor") and each of the following seven public transportation agencies (hereinafter referred to individually as an "Agency" or collectively as the "Agencies"):

1. Central Puget Sound Regional Transit Authority ("Sound Transit")
2. King County ("King County")
3. Kitsap County Public Transportation Benefit Area ("Kitsap Transit")
4. Pierce County Public Transportation Benefit Area ("Pierce Transit")
5. Snohomish County Public Transportation Benefit Area ("Community Transit")
6. City of Everett ("Everett")
7. State of Washington, acting through the Washington State Department of Transportation, Washington State Ferries Division ("WSF")

### **Recitals**

A. Effective April 29, 2003, each of the Agencies and the Contractor entered into Contract #229944 ("Contract") to implement a Regional Fare Coordination System ("RFC System") to establish a common fare system utilizing smart card technology. The Contractor is responsible for the development, implementation, operation and maintenance of the RFC System as specified in the Contract.

B. The Agencies and the Contractor desire to amend the "Special Programs" list in Section VI Implementation of Exhibit 9, Price Schedule, in connection with the Work described in Change Order 48 to which this Amendment is attached.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, the sufficiency of which is hereby acknowledged, the Agencies and the Contractor hereby agree to amend the Contract as follows:

**Section 1.0**

Section VI Implementation Special Programs of Exhibit 9, Price Schedule is hereby amended to add the following:

**VI. IMPLEMENTATION  
SPECIAL PROGRAMS**

<b>LUMP SUM COST</b>
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Change Order No. 48/Amendment 209

Perform the work necessary to allow Access-eligible ORCA cards to utilize the Autoload functionality <b>TOTAL</b>	<b>\$88,508</b>
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